

CRISIS PREPARATION AND INTERVENTION

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CRISIS PREVENTION

- Begins with FRG Planning
- Build Genuine Relationships
- Ask if there are any special concerns
- Make all people feel important
- Go to the most junior spouses first

Definitions

Crisis = “an upset in a steady state”

*Gerald Caplan Seminar
Harvard School of Public Health*

Definitions

Crisis Intervention =

“Entering into the life situation of an individual, family, or group to alleviate the impact of a crisis-inducing stress in order to help mobilize the resources of those directly affected as well as those who are in the significant social orbit.

Erich Lindemann, M.D., Ph.D

The Cause of Crisis

L - O - S - S

- CONTROL HEALTH ABILITIES
- MONEY SECURITY IDENTITY
- LOVED ONE RELATIONSHIP THINGS
- STATUS HOPE FAITH

The Result of the Loss

PAIN
&
HURT

Where You Enter

Eye of the Storm

- The Grief (Denial, Anger, Bargaining)
- The Distrust
- The Depressed/The Crying
- The Fear and the Uncertainty
- The Unclean/The Silent
- The Ugly /The Uncontrollable

Intervention Goals

- Create a caring relationship
- Place Control Rods into Chaos
- Restore Balance
- Resource

Your Intervention Role

- Helper vs. Counselor
- Friend vs. Stranger
- Advocate vs. Judge
- Resource vs. Rescue

The Great Challenges

- Be Yourself
- Be an Active Listener
- Be Patient
- Be Supportive
- Be Quiet
- Be Understanding
- Be Natural

Active Listening

1. **WDS = Willing to be a Dumb Sucker**
 - **Ask Questions**
2. **One Person Talk at a time – Focus on the Speaker**
3. **Provide Feedback – Validate**
4. **Respond – after Speaker knows that she/he is understood.**
5. **Maintain Confidentiality**

Conversation Stoppers

- **Withdrawal/Avoidance**
- **Invalidation**
- **Negative Interpretation or Blame**
- **Escalation**

Helping Qualities

- **EMPATHY**
- **RESPECT**
- **WARMTH AND CARING.**
- **SELF-AWARENESS**
- **CONGRUENCE**
- **ADVOCATING**
- **KNOWLEDGE**

THINGS TO SAY

- I'm sorry
- This must be very painful.
- It's okay to cry.
- I feel helpless right now.
- I don't know what to say.
- What do you need help with?
- Do Not Be Afraid of the Silence!

THINGS NOT TO SAY

- I know how you feel
- You've got to get over this.
- It's not all that bad.
- You're better off now.
- At least you have
- You can start brand new

CONCLUSION

- Your goal is not to solve the problem
 - You are a Helper
 - You are a Friend
 - You are an Advocate
 - You are a Resource



Questions?